



COLORADO

Department of Human Services

Youth Services Survey for Families (YSS-F)/Youth Services Survey (YSS) Consumer Survey

Annual Report FY2014

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About this Report

In 2013, the Colorado Office of Behavioral Health (The Office) conducted its eleventh annual Youth Services Survey for Families (YSS-F) Survey and the fourth year for the Youth Services Survey (YSS). These surveys were conducted with a focus on services provided in State Fiscal Year 2014 (July 1, 2013 - June 30, 2014; FY2014). Consistent with national trends in performance measurement, the Office administers the YSS-F/YSS Consumer Survey to assess perceptions of public behavioral health services provided in Colorado. This report describes data collection, sample selection, and results of this year's surveys. The Office is committed to the inclusion of consumer participation at multiple levels of behavioral health services and perceives the YSS-F/YSS surveys as one way of meeting this ongoing goal.

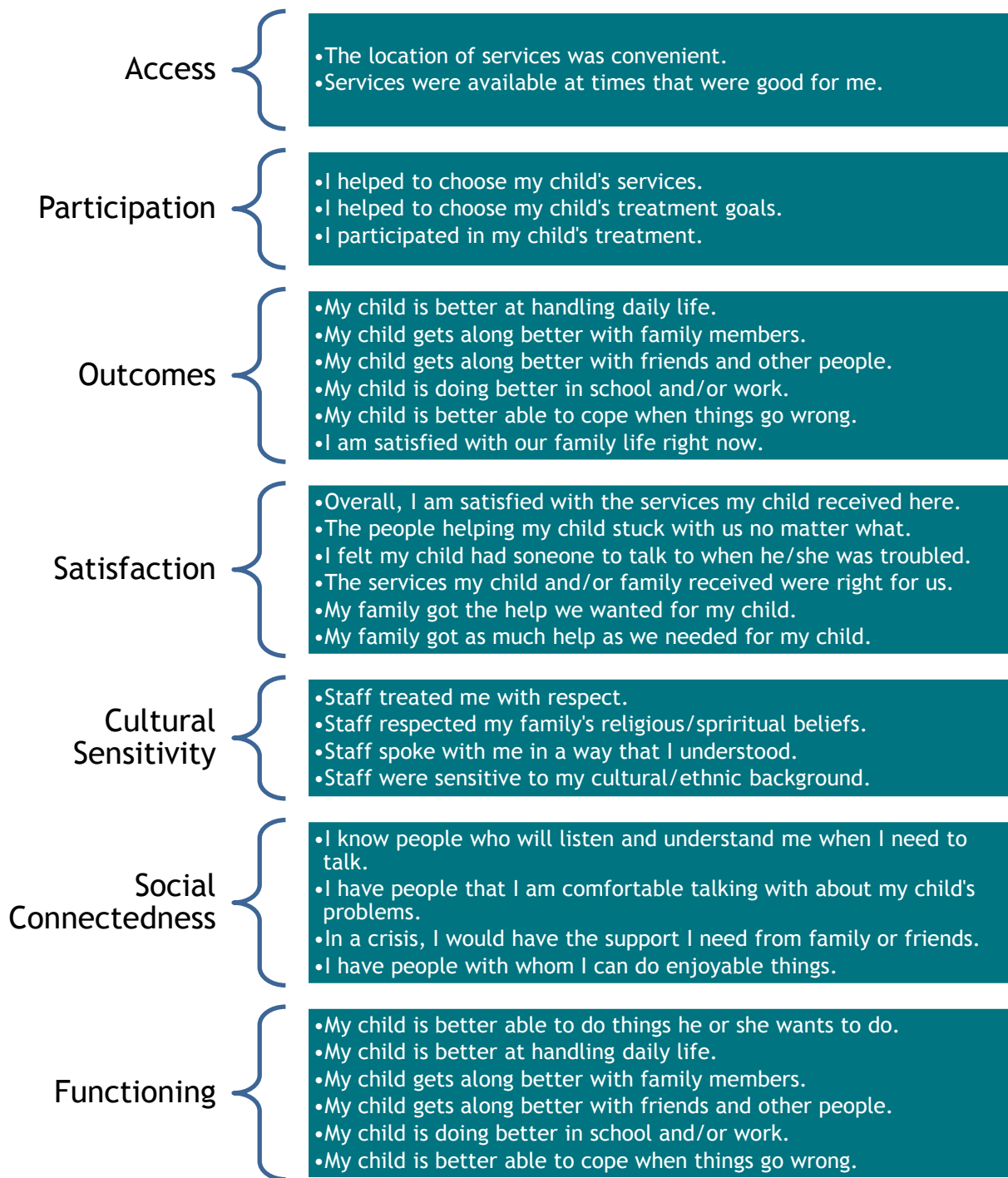
It is important to note that the YSS-F/YSS Surveys were modeled after the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey. The MHSIP survey was developed at a national level in part to disseminate data standards that allow for valid results that better inform policy and decisions.

Thank you to all who assisted in the data collection of the YSS-F/YSS survey. Agency collaboration is instrumental to the success of the survey and the Office acknowledges and appreciates the hard work of the behavioral health centers and clinics in this process.

What is the YSS-F/YSS Survey?

A modification of the MHSIP (Mental Health Statistics Improvement Plan) survey for adults, the YSS-F assesses caregivers' perceptions of behavioral health services for their children aged 17 and under (see Appendix A for survey). The YSS survey allows adolescents aged 15-17 to rate their services themselves (see Appendix B for survey). Both surveys consist of 26 questions, which create seven domains that are used to measure different aspects of customer satisfaction with public behavioral health services. Figure 1 details the specific questions that comprise each of the seven domains: Access, Participation, Outcomes, Satisfaction, Cultural Sensitivity, Social Connectedness, and Functioning.

Figure 1. YSS-F/YSS Domain Items



The Functioning and Social Connectedness domains were added to the MHSIP survey in 2006. While these items have been collected in Colorado in prior years, FY2014 is the first year these items have been included in this report. These domains were included in an attempt to provide further insight on consumer's perceptions of their behavioral health treatment and its impact on their daily lives.

The YSS-F/YSS survey also captures demographic information (e.g., age, gender, race/ethnicity, arrests, and payor source) and two open-ended questions are also included in order to gather opinions about the most and least preferred features of services received.

Lastly, the YSS-F/YSS survey was modified this year to exclude demographic information that while informative, was not required by federal reporting standards and considerably increased the length of the survey. Such variables included, but are not limited to: disability status, sexual orientation, and spoken languages.

Survey Procedures

Since 2008, a convenience sample has been used where surveys were given directly to consumers when they arrived for their appointment, meaning the MHSIP only captures who are currently receiving surveys. Additionally, consumers who chose to complete the MHSIP survey were eligible to enter a drawing to win a \$10 gift card for a local grocery or convenience store. All consumers were included in the survey regardless of payor source. This was different from previous years that included only the consumers who were classified as indigent or receiving Medicaid. For FY2014, the option of completing the survey online was offered via Survey Monkey, with a survey link being provided in the cover letter handed out to consumers with the paper survey. The online survey was designed to mimic the paper survey as much as possible and provide the convenience of online completion. The online survey option was offered in both English and Spanish. Despite Office efforts, no surveys were completed via Survey Monkey.

Sample

The Office used a convenience sampling method whereby each of the 17 community mental health centers and the two specialty clinics, Asian Pacific and Servicios de la Raza, were provided with surveys to hand out to consumers and their caregivers. Surveys were distributed to consumers who were receiving services during a three week period between October 28th and November 15th 2013. Consumers who were attending their first appointment, or intake, were excluded from the sample.

Survey Distribution

The Office contracted with the State of Colorado Central Services, Integrated Document Solutions (IDS) to prepare, mail, and receive surveys as well as enter data for the FY2014 survey period. IDS mailed a pre-determined number of YSS-F/YSS packets (including a cover letter, survey, and a lottery ticket) to each of the 17 community mental health centers and the two specialty clinics. During the three-

week data collection period, consumers and their caregivers were offered the opportunity to complete the YSS-F/YSS survey. If they participated, consumers received a lottery ticket to enter the gift card drawing. Consumers could choose to mail the survey directly to IDS in a postage-paid return envelope, or they could drop (completed and refused) surveys in a secure box located at the center. At the end of the data collection period, centers shipped all surveys to IDS where they were sorted and processed. Data from the completed surveys were then entered into Excel and sent to the Office by IDS.

Response Rate

Data were analyzed at the state level. While the Office previously reported agency level data, this approach was discontinued because it undermined the Office's goal to foster a collaborative environment among Colorado's public behavioral health providers. The Office provides raw agency data to each community mental health center and specialty clinic should they want to conduct their own analyses. Response rate was calculated by taking the number of surveys completed from each agency divided by the number of consumers scheduled for appointments. When calculating response rate in this way, it is assumed that every consumer was offered the survey and either declined or accepted.

The Office received a total of 1,209 completed or partially completed YSS-F surveys and 608 YSS surveys. Following national standards, only YSS-F surveys that were for consumers under 18 years of age (n=1,200) and YSS surveys for consumers between 15 and 17 years of age (n=428) were included in the overall analysis (N=1,627). Using these standards, 10% of the completed surveys were eliminated from analyses. Soon after the survey administration, agencies were asked for the number of consumers who were seen during the survey period. All agencies responded and 11,773 youth consumers were reportedly seen during the 3-week survey period, representing a 13.8% response rate (see Appendix C). This percentage is higher than FY2013's 12.3% which reflects the higher return of completed surveys than prior years (1,322, 675, and 700 respectively). For the purposes of analysis and this report, the YSS-F and YSS surveys are analyzed together, representing a picture of youth services overall.

Respondent Demographics

YSS-F/YSS respondents who reported gender were split evenly with 49.7% male and 49.7%. Only 0.6% identified as Transgender or Don't Know. The majority of respondents were between the ages of 12 and 17 (52.9%).

Race and Ethnicity: Following national guidelines, race and ethnicity were separated into two questions on the survey. Hispanic/Latino(a) was the sole choice for ethnicity and 30.3% of respondents endorsed this item. However, 24.2% of the responses were missing or marked "Prefer Not to Answer." Race had the following choices: American Indian/Alaska Native, White/Caucasian, Black/African American, Native Hawaiian/Pacific Islander, Asian, Other, and Prefer not to Answer. If a respondent chose more than one race, his/her racial identification was coded as Multiracial. Most

respondents identified with only one racial group (91.5%). The majority of respondents identified as White/Caucasian (71.8%) followed by Multiracial (8.5%), African American/Black (4.0%) and American Indian/Alaska Native (3.0%). Approximately 24.5% left this item blank or chose “Prefer Not to Answer.” Please see Appendix D for all responses.

Criminal Background: FY2014, the survey asked about criminal background (*i.e.*, arrests) for respondents who had received services for more than one year and for those who had received services for less than one year. For respondents who had received services for more than one year, 5.5% of survey respondents reported having been arrested in the past 12 months with a slightly lower proportion (4.1%) indicating having been arrested in the 12 months prior to that time frame. For those who had received services for less than one year, 2.0% reported having been arrested since beginning behavioral health services. A slightly higher proportion (4.3%) were arrested in the 12 months prior to beginning behavioral health services. Please note that a significant percentage (61.8% and 46.3% respectively) did not answer the last two questions.

Payor Source: On this year’s survey, two survey questions addressed payor source. There were two specific items on the survey: “Do you currently receive Medicaid?” with a yes/no answer and “What form of payment best describes your payment plan for services here?” with multiple options. For those who responded to the Medicaid questions, 85.1% were currently receiving Medicaid at the time of survey completion with only 1.5% of respondents missing data on this item. The next highest endorsed option was “Medicaid/Medicare co-pay” (57.6%), followed by “No Payment” (20.8%) and “Don’t know” (13.8%). Please see Appendix E for all responses.

FY2012 and 2013 Demographic Comparison: Each year, the Office compares the current respondent demographics to prior years. This is done for two reasons - to ensure data integrity and to look at demographics trends across time. FY2013 data are similar to FY2014’s, demonstrating that the populations are highly comparable. See Figures 2 and 3 for FY2013 and FY2014 for demographic comparisons of gender and race/ethnicity data.

Figure 2. Gender of respondents by percentage, FY2013-FY214

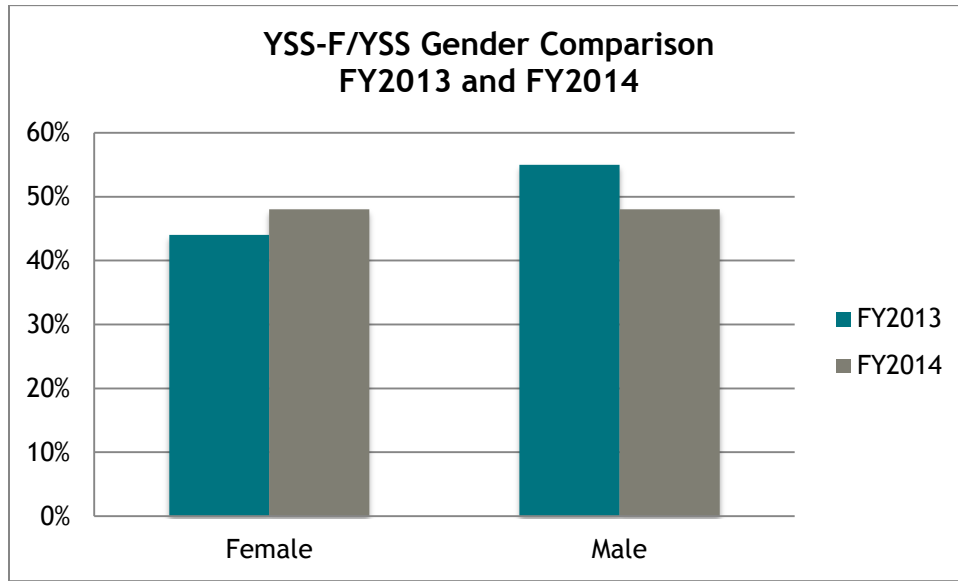
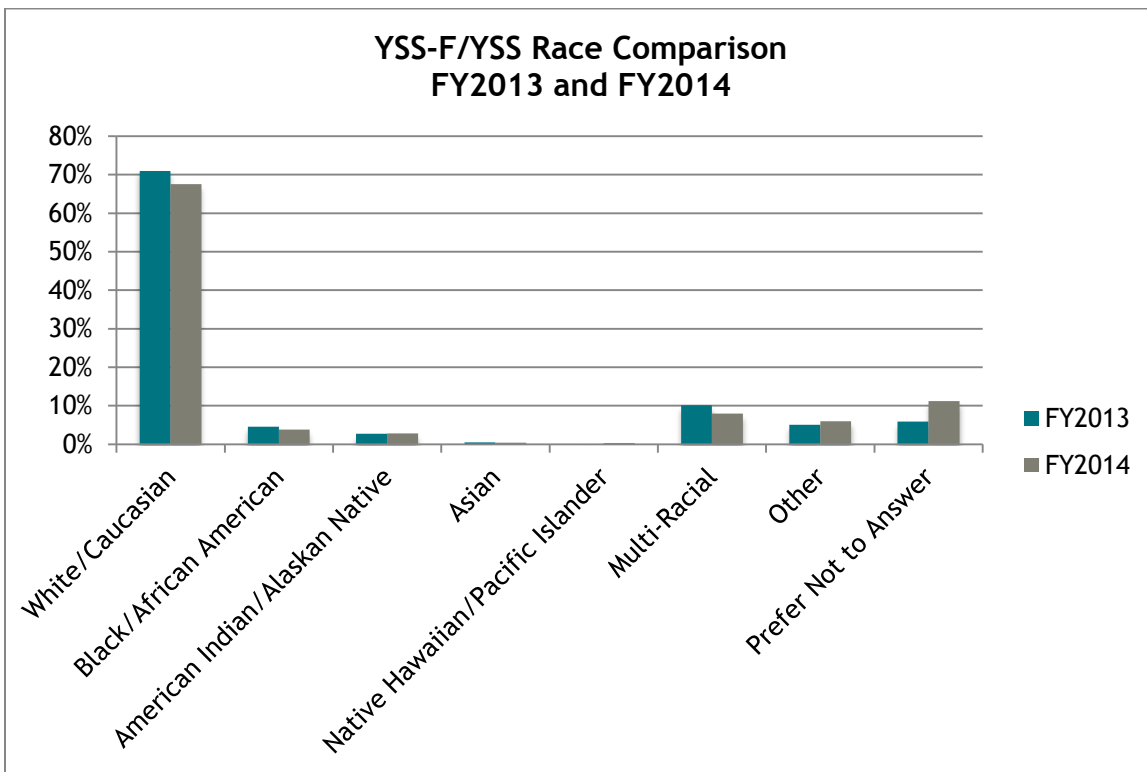


Figure 3. Race of respondents by percentage, FY2013-FY2014



YSS-F/YSS Respondents Compared to the CCAR Population

The YSS-F/YSS respondents' demographics were also examined in comparison to demographics for the Colorado Client Assessment Record (CCAR) population. Any individual who receives treatment at a public behavioral health center or specialty clinic has a CCAR completed by a clinician. The CCAR demographic measures are more complete and thus more representative sample of people receiving behavioral health services within the state. As such, the samples were compared to explore whether the YSS-F/YSS sample is representative of this larger group. Statistical comparisons were not made as the sample sizes vary greatly in size, the instruments measure demographics slightly differently, and are completed by different individuals (*i.e.*, the YSS-F/YSS is self-report and the CCAR is clinician report). Furthermore, the Office implemented changes to both the race and ethnicity variables starting in January 2014. This led to FY2014 year data containing two different race and ethnicity measures for half the year. Every attempt was made to reconcile the data and present an accurate as possible portrait of demographic information from the CCAR population.

The two samples were compared on gender, age, ethnicity, and race. While the YSS-F/YSS had even participation between males and females, the CCAR population has more males (55.1%) over females (44.9%). Youth between the ages of 12 and 17 represent the majority in the CCAR population (55.5%), which is similar to YSS-F/YSS respondents. Respondents identifying as Hispanic/Latino(a) in both samples was similar with 30.0% on the YSS-F/YSS and 38.1% on the CCAR. These data show the CCAR population continues to be comparable to the YSS-F/YSS population. Please see Appendix F for a detailed comparison of CCAR and YSS-F/YSS demographic data.

Overall Domain Results

The Office computed domain scores for the seven domains captured on the MHSIP survey. Using the five point Likert-scale, agreement was defined as a mean that ranges from 1 to 2.49, whereas disagreement was defined as a mean that ranges from 2.50 to 5. Respondents who did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

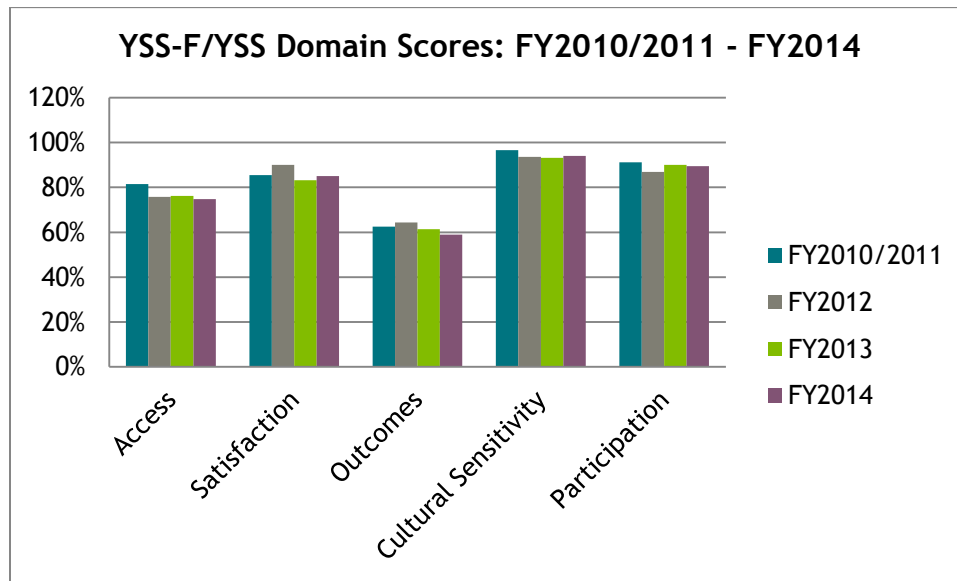
Table 1 presents the total mean score results, in percentages, for FY2014, as well as the past three fiscal years. Looking at the trends over time, FY2014 levels of agreement remained relatively stable for all domains compared to prior years. Please refer to Appendix G where percentages of agreement/disagreement for the 5-point Likert scale are presented by item within each domain.

Table 1. Valid Domain Percent Agreement by Fiscal Year

Domain	FY2010/2011	FY2012	FY2013	FY2014
Access (n)	81.4 (554)	75.7 (867)	76.2 (1001)	74.7 (1207)
Cultural Sensitivity (n)	96.6 (595)	93.6 (815)	93.2 (1219)	94.0 (1514)
Functioning (n)	N/A	N/A	N/A	61.8 (966)
Outcomes (n)	62.5 (406)	64.4 (854)	61.3 (788)	59.0 (924)
Participation (n)	91.2 (636)	90.0 (869)	83.2 (1082)	89.5 (1429)
Satisfaction (n)	85.4 (591)	90.0 (869)	83.2 (1082)	85.1 (1362)
Social Connectedness (n)	N/A	N/A	N/A	82.9 (1312)

Due to consistent methodology, it is possible to examine trends in domain scores from year to year. Figure 4 demonstrates that the domain scores for these four years are consistent and follow the same overall trend in percent agreement.

Figure 4. YSS-F/YSS Domain Scores, FY2010/11 through FY2014



Population Characteristics and Domain Agreement

Kruskal-Wallis Tests, the nonparametric alternative to the analysis of variance (ANOVA) test, were conducted to examine the effects of demographic variables and agreement in each domain. Specifically, the variables of gender, age group, ethnicity, race, and Medicaid status were examined with relation to domain agreement. Due to the number of tests conducted a conservative alpha level ($p < .001$) was utilized.

Ethnicity and age were the two demographic variables where statistically significant group differences were found. There were no statistically significant domain mean rank score differences between gender groups, racial groups, and Medicaid groups.

Ethnicity

There was a statistically significant difference for access domain scores between ethnic groups, [$U(1) = 13.08, p < .000$]. Those who identified as Non-Hispanic/Latino had higher mean rank Access scores than those identified as Hispanic/Latino.

Age

There were statistically significant differences between age groups for the following domains:

- Satisfaction $K(3) = 17.93, p < .001$
- Treatment $K(3) = 60.51, p < .001$
- Cultural Sensitivity $K(3) = 17.11, p = .001$
- Social Connectedness $K(3) = 29.45, p < .001$.

These significant differences elaborate consumer domain responses differ between age groups.

These results are similar to FY2013, which suggests consistency across the samples' demographics and the effects of these demographics on the domain scores.

Qualitative Comments

Two open-ended survey questions queried consumers about their two most and least liked aspects of the services they received. In response to these questions, approximately 76% of respondents provided written comments to one or both of the questions.

What Consumers Like Most

The responses to the open-ended question of “What two things do you like most about the services you receive?” were reviewed for common themes. The following themes were found from the responses:

Feeling Heard

There was an overwhelming number of comments simply about having someone to talk to and feeling heard.

“Being able to talk to somebody about all my problems without the fear of getting in trouble.”

“Having someone to be able to talk to without being shut down.”

“Having someone to talk to who gives me a chance.”

Coping Skills

Another common theme was consumers expressing appreciation that they were learning tangible skills that improved life for the caregiver and child.

“Getting hands on knowledge and examples of what can help us with our children.”

“Giving skills to my child to help her cope.”

“Helpful tools that help with controlling anger. Helpful tools on communication with other and how to speak in calm tones.”

What Consumers Like Least

The responses to the open-ended question of “What two things do you like least about the services you receive?” were also reviewed for common themes. Many were the opposite of those found in the positive comments.

Difficulty Scheduling Appointments

Comments about difficulty getting appointments were across different types of providers, such as therapists, case managers, and psychiatrists. There was also an overwhelming amount of responses requesting more providers, more appointments, and, more after school appointments.

“Appointments are limited and we often have to miss school...”

“Availability other than only Tuesday.”

“Being able to get an appointment once a week.”

“I would like to see after school appointments available.”

Appropriate Therapy/Participation

Some respondents felt they were not as involved in their child's therapy as they would have liked, or felt the services offered were not meeting their needs.

"Allowing parent to be more involved in therapy sessions. Even when child is getting older, being able to choose [the right therapist] for their child and/or family."

"Alternatives for intensive in-home series are extremely limited. The series provided and available via [behavioral health center] were terribly inappropriate for our family, yet no other alternative is available."

"Having a written plan for treatment so parents have discussion items to talk to [their] child with about their visit and their progress."

Location and Environment

Respondents who commented about location stated that the center was too far from their home and difficult to attend on a regular basis. There were also complaints about the treatment environment.

"A closer location to our house."

"Having a small snack would be nice."

"Lobby room improvements, it's not very comforting - new chairs, air purifier - clean it up a bit."

Discussion and Implications

The YSS-F/YSS Consumer Survey offers valuable information on consumer perspectives of Colorado behavioral health services. Although the YSS-F/YSS surveys have limitations, the use of the survey in community behavioral health settings allows for feedback across a broad spectrum of behavioral health consumers regarding satisfaction. However, it is important to interpret these findings with its limitations in mind. Limitations include the following:

- The convenience sampling method used for the MHSIP survey only samples consumers who are currently attending sessions at a public behavioral health agency. These data do not capture the opinions of consumers who have discontinued services with the agency for whatever reason or those unable to access services.
- There is no information on who declines to complete the survey and how they may differ from those who responded.
- The Office is unable to capture those individuals who successfully completed treatment/services and how their responses might differ.

Despite these limitations, the YSS-F/YSS provide rich information that may be helpful for informing future behavioral health services. Overall, the majority of respondents indicated that their perceptions of Access, Participation, Cultural Sensitivity, Satisfaction and Social Connectedness were generally satisfactory. The Outcomes and Functioning domains were noted as having the lowest levels of agreement. However, it is important to note that despite outcome scores being lower than other domains, two-thirds of respondent still rate these domains positively. One possible explanation for the consistent finding of lower levels of agreement for these domains is that consumers who are currently receiving services are not able to assess outcomes as well as they could after they have completed treatment. Another explanation could be that most respondents are able to easily identify their opinions about components of treatment, but have a harder time identifying how those components translate into impacting their lives.

In summary, the YSS-F/YSS 2014 consumer surveys for FY2014 provide invaluable information regarding consumer perceptions and supports the ideals of a consumer-driven model; this information can inform change and highlight strengths for individual behavioral health centers and for the state as a whole.

For information regarding this report please contact Adrienne Jones, M.A., YSS-F/YSS Project Coordinator at the Office of Behavioral Health, 3824 W. Princeton Circle, Denver, CO 80236, 303-866-7400/adrienne.jones@state.co.us.

Appendix A: FY2014 YSS-F Survey

Youth Services Survey for Families - YSS-F

Please help our agency make services better by answering some questions about the services your child received OVER THE LAST 6 MONTHS. Please fill in the circle that best represent how you feel about each statement. If the question does not apply to you, please mark "Not Applicable." Please fill out the circle completely. Example: ●

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1. Overall, I am satisfied with the services my child received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he/she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and/or family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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AS A RESULT OF THE SERVICES MY CHILD AND/OR FAMILY RECEIVED...

16. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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17. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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18. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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19. My child is going better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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20. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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21. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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22. My child is better able to do things he or she wants to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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OTHER THAN MY CHILD'S SERVICE PROVIDERS...

23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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24. In a crisis, I would have the support I need from family and friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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25. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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26. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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The following two questions request your feedback regarding your experiences with this center. We value your comments, but they are optional. Should you choose to write comments, please **DO NOT include your name** or any information that would identify you. Your comments will be shared with the center exactly as you write them.

27. What has been the MOST helpful thing about the services you and your child received over the last 6 months?

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28. What would improve services here?

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Please answer the following questions to let us know a little about you.

29. Does your child currently receive Medicaid or CHP+ (Please choose one)?	Yes	No	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. What form of payment best describes your child's payment plan for services here (Please choose one)?	Sliding Scale	Self-Pay	Medicaid/Medicare Co-Pay	Third Party Insurance Co-Pay	No Payment	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Child's Gender	Male	Female	Transgender	Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Specify):				

32. Child's Current Age	
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33. Ethnicity	My child is Hispanic/Latino(a)	My child is NOT Hispanic/Latino(a)	I prefer not to answer
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Race -Mark all that apply to your child.	American Indian/Alaskan Native	Black/African American	White/Caucasian	Asian	Native Hawaiian/Pacific Islander	I prefer not to answer
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Specify):						
Tribal Affiliation (Specify):						

35. How long has your child been receiving services at this center?	Less Than a Year (Skip to Question 36-41)	More Than a Year (Skip to Question 42-47)
	<input type="radio"/>	<input type="radio"/>



36. Was your child arrested since beginning services from this center?	Yes	No
	<input type="radio"/>	<input type="radio"/>
37. Was your child arrested during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>

42. Was your child arrested during the last 12 months?	Yes	No
	<input type="radio"/>	<input type="radio"/>
43. Was your child arrested during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>

38. Since you began to receive services from this center, have your encounters with the police....	
Been reduced (not been arrested or hassled by police)	<input type="radio"/>
Stayed the same	<input type="radio"/>
Increased	<input type="radio"/>
Does not apply – No police encounters	<input type="radio"/>

44. Over the last year, have your child's encounters with the police...	
Been reduced (not been arrested or hassled by police)	<input type="radio"/>
Stayed the same	<input type="radio"/>
Increased	<input type="radio"/>
Does not apply – No police encounters	<input type="radio"/>

Less Than a Year (Skip to Question 36-41)
42-47)

More Than a Year (Skip to Question



39. Was your child expelled or suspended from school since beginning services from this center?	Yes	No
	<input type="radio"/>	<input type="radio"/>
40. Was your child expelled or suspended from	Yes	No
	<input type="radio"/>	<input type="radio"/>
41. Since starting to receive services from this center, the number of days my child was in school is...		
Greater	<input type="radio"/>	
About the same	<input type="radio"/>	
Less	<input type="radio"/>	
Does not apply	<input type="radio"/>	



45. Was your child expelled or suspended from school during the last 12 months?	Yes	No
	<input type="radio"/>	<input type="radio"/>
46. Was your child expelled or suspended from school during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>
47. Over the last year, the number of days my child was in school is...		
Greater	<input type="radio"/>	
About the same	<input type="radio"/>	
Less	<input type="radio"/>	
Does not apply	<input type="radio"/>	

Appendix B: FY2014 YSS Survey

Youth Services Survey - YSS

Please help our agency make services better by answering some questions about the services you received OVER THE LAST 6 MONTHS. Please fill in the circle that best represent how you feel about each statement. Please fill out the circle completely. Example: ●

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1. Overall, I am satisfied with the services I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at time that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AS A RESULT OF THE SERVICES I RECEIVED...

16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and/or work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am better able to do things I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OTHER THAN MY SERVICE PROVIDERS...

23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. In a crisis, I would have the support I need from family and friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I have people that I am comfortable talking with about my problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The following two questions request your feedback regarding your experiences with this center. We value your comments, but they are optional. Should you choose to write comments, please **DO NOT include your name** or any information that would identify you. Your comments will be shared with the center exactly as you write them.

27. What has been the MOST helpful thing about the services you and your child received over the last 6 months?

28. What would improve services here?

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Please answer the following questions to let us know a little about you.

29. Do you currently receive Medicaid or CHP+ (Please choose one)?	Yes	No	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. What form of payment best describes your payment plan for services here (Please choose one)?	Sliding Scale	Self-Pay	Medicaid/Medicare Co-Pay	Third Party Insurance Co-Pay	No Payment	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Gender	Male	Female	Transgender	Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Specify):				

32. Current Age	
-----------------	--

33. Ethnicity	I am Hispanic/Latino(a)	I am NOT Hispanic/Latino(a)	I prefer not to answer
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Race-Mark all that apply to you.	American Indian/Alaskan Native	Black/African American	White/Caucasian	Asian	Native Hawaiian/Pacific Islander	I prefer not to answer
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Specify):						
Tribal Affiliation (Specify):						

35. How long have you been receiving services from this center?	Less Than a Year (Skip to Question 36-41)	More Than a Year (Skip to Question 42-47)
	<input type="radio"/>	<input type="radio"/>



36. Were you arrested since beginning services from this center?	Yes	No
	<input type="radio"/>	<input type="radio"/>
37. Were you arrested during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>

42. Were you arrested during the last 12 months?	Yes	No
	<input type="radio"/>	<input type="radio"/>
43. Were you arrested during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>

38. Since you began to receive services from this center, have your encounters with the police....	
Been reduced (not been arrested or hassled by police)	<input type="radio"/>
Stayed the same	<input type="radio"/>
Increased	<input type="radio"/>
Does not apply – No police encounters	<input type="radio"/>

44. Over the last year, have your encounters with the police...	
Been reduced (not been arrested or hassled by police)	<input type="radio"/>
Stayed the same	<input type="radio"/>
Increased	<input type="radio"/>
Does not apply – No police encounters	<input type="radio"/>

Less Than a Year (Skip to Question 36-41)
42-47)



41. Were you expelled or suspended from school since beginning services from this center?	Yes	No
	<input type="radio"/>	<input type="radio"/>
42. Were you expelled or suspended from school during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>

More Than a Year (Skip to Question 42-47)



47. Were you expelled or suspended from school during the last 12 months?	Yes	No
	<input type="radio"/>	<input type="radio"/>
48. Were you expelled or suspended from school during the 12 months prior to that?	Yes	No
	<input type="radio"/>	<input type="radio"/>

43. Since starting to receive services from this center, the number of days you were in school is...	
Greater	<input type="radio"/>
About the same	<input type="radio"/>
Less	<input type="radio"/>
Does not apply	<input type="radio"/>

49. Over the last year, the number of days you were in school is...	
Greater	<input type="radio"/>
About the same	<input type="radio"/>
Less	<input type="radio"/>
Does not apply	<input type="radio"/>

Appendix C: Response Rate by Agency for FY2014¹

Agency	Completed Surveys	Number of Youth Consumers Seen	Response Rate
Arapahoe/Douglas Mental Health Network	55	281	20%
Asian Pacific Development Center	0	0	0%
AspenPointe Health Services	299	1645	18%
Aurora Comprehensive Community Mental Health Center	48	1932	2%
Axis Health Systems	9	125	7%
Centennial Mental Health Center	122	250	49%
Community Reach Center	252	2002	13%
Jefferson Center for Mental Health	196	1062	18%
Mental Health Center of Denver	64	134	48%
Mental Health Partners	118	528	22%
Ming Springs Inc. (formerly Colorado West)	19	587	3%
North Range Behavioral Health	80	1280	6%

¹ These numbers are based on agency-reported numbers of adults seen during the survey period, excluding intake consumers.

San Luis Valley Comprehensive Community Mental Health Center	9	167	5%
Servicios de la Raza, Inc.	2	2	100%
Southeast Mental Health Services	3	58	5%
Spanish Peaks Mental Health Center	169	568	30%
The Center for Mental Health (formerly Midwestern MHC)	17	231	7%
Touchstone Health Partners	116	833	14%
West Central Mental Health Center, Inc.	49	88	56%
Total	1627	11773	13.8%

Appendix D: Demographic Information of FY2014 YSS-F/YSS Respondents²

	YSS-F/YSS	Respondents
Gender	%	<i>n</i>
Female	48.0	781
Male	48.0	781
Don't Know	0.2	<10
Transgender	0.3	<10
Missing	3.4	56
Race ³	%	<i>n</i>
White/Caucasian	61.6	1002
Multi-Racial	7.3	118
Other	5.5	89
Black/African American	3.4	56
American Indian/Alaska Native	2.6	42
Asian	0.4	<10
Native Hawaiian/Pacific Islander	0.3	<10
Prefer Not To Answer	10.2	166
Missing	14.3	232
Ethnicity	%	<i>n</i>
Non-Hispanic/Latina(o)	54.9	893
Hispanic/Latina(o)	30.3	493

² Reported percents include missing counts (valid percent).

³ These are not mutually exclusion categories.

Prefer Not To Answer	9.4	153
Missing	5.4	88
Age	%	<i>n</i>
0-5 years	6.8	111
6-11 years	38.5	626
12-14 years	21.9	357
15-17 years	28.8	468
Missing	4.0	65

Appendix E: Payor Status for FY2014 YSS-F/YSS

YSS-F/YSS Respondents		
Self-Reported Medicaid	%	<i>n</i>
Yes	83.8	1363
No	10.3	168
Don't Know	4.4	71
Missing	1.5	25
Self-Reported Payment Plan for Services ⁴	%	<i>n</i>
Medicaid/Medicare Co-Pay	55.7	907
Self Pay	2.2	35
Sliding Scale	1.7	28
Don't Know	13.4	218
No Payment	20.1	327
Third-party Co-Pay	3.7	60
Missing	3.2	52

⁴ Respondents were asked to select only one choice.

Appendix F: Comparison of Demographic Information of FY2014 YSS-F/YSS to FY2014 CCAR⁵ Respondents

	YSS-F/YSS Respondents ⁶		CCAR Respondents ⁷	
	%	<i>n</i>	%	<i>n</i>
Gender⁸				
Female	49.7	781	44.9	15913
Male	49.7	781	55.1	19494
Age Group				
0-5 years	7.1	111	8.1	2867
6-11 years	40.1	626	36.4	12890
12-14 years	22.9	357	25.9	9160
15-17 years	30.0	468	29.6	10490
Race⁹				
American Indian/Alaska Native	3.4	42	1.3	476
Asian	0.5	<10	0.7	236
Black/African American	4.6	56	6.1	2176
Multi-Racial	9.6	118	33.2	11,763
Native Hawaiian/Pacific Islander	0.3	<10	0.2	84
Other	7.0	86	1.9	682
White/Caucasian	81.5	1002	49.6	17559

⁵ The CCAR data represent CCARs given during FY2014 (July 1, 2013 - June 30, 2014).

⁶ The following percents are calculated with missing/Prefer Not to Answer responses removed.

⁷ These numbers represent unduplicated counts.

⁸ The MHSIP options of “Transgender” and “Don’t Know” were removed from this analysis because the CCAR does not have analogous options.

⁹ These are not mutually exclusive categories.

Ethnicity	%	<i>n</i>	%	<i>n</i>
Non-Hispanic/Latina/o	64.4	893	62.3	21957
Hispanic/Latina/o	35.6	493	37.7	13048

Appendix G: Percent Positive Endorsement of YSS-F/YSS Domains by Item¹⁰

Access Items (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The location of services was convenient for us (1544).	49.5	33.0	11.4	4.4	1.6
Services were available at times that were convenient for us (1547).	41.6	37.6	13.7	5.2	1.9
Cultural Sensitivity (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Staff were sensitive to my cultural/ethnic background (1382).	55.6	32.4	11.4	0.4	0.1
Staff treated me with respect (1552).	67.1	29.1	3.3	0.5	0.1
Staff respected my family's religious/spiritual beliefs (1404).	58.6	30.8	10.4	0.2	0.0
Staff spoke with me in a way that I understood (1548).	62.3	34.6	2.8	0.3	0.1
Participation Items (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I helped choose my child's services (1503).	43.1	38.7	13.6	3.7	0.9
I helped choose my child's treatment goals (1527).	47.8	39.9	10.1	1.9	0.3
I participated in my child's treatment (1537).	53.3	39.0	6.5	1.0	0.2

¹⁰ "Not Applicable" was an additional response choice; those responses are not included in the overall percentages provided in these tables.

Outcome Items (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My child is better at handling daily life (1513).	24.7	42.2	26.0	6.2	1.0
My child gets along better with friends and other people (1501).	23.8	43.4	27.2	4.4	1.1
My child gets along better with family members (1512).	21.9	40.7	28.8	6.8	1.7
My child is doing better in school and/or work (1494).	27.1	37.3	26.1	7.7	1.8
My child is better able to cope when things go wrong (1511).	19.8	39.0	29.0	10.0	2.3
I am satisfied with our family life right now (1512).	20.0	35.1	29.1	12.1	3.7

Satisfaction Items (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Overall, I am satisfied with the services my child received (1551).	52.8	39.1	6.3	1.6	0.1
The people helping my child stuck with us no matter what (1510).	52.3	32.8	11.9	2.4	0.5
I felt my child had someone to talk to when he/she was troubled (1526).	50.0	36.0	11.7	1.8	0.5
The services my child and/or family received were right for us (1541).	47.0	39.2	12.1	1.3	0.4
My family got the help we wanted for my child (1531).	45.1	37.5	14.8	2.2	0.5
My family got as much help as we needed for my child (1512).	39.6	38.1	18.4	3.4	0.6

Social Connectedness Items (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I know people who will listen and understand me when I need to talk (1525).	41.6	42.4	11.8	3.4	0.9
I have people that I am comfortable talking with about my child's problems (1528).	45.1	39.7	10.5	4.0	0.7
In a crisis, I would have the support I need from family or friends (1527).	43.7	40.4	11.4	3.7	0.9
I have people with whom I can do enjoyable things (1523).	43.5	41.4	11.0	3.3	0.7

Functioning Item (N)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My child is better able to do things he or she wants to do (1493).	21.4	42.9	28.2	6.4	1.2
My child is better at handling daily life (1513).	24.7	42.2	26.0	6.2	1.0
My child gets along better with family members (1512).	21.9	40.7	28.8	6.8	1.7
My child gets along better with friends and other people (1501).	21.9	40.7	28.8	6.8	1.7
My child is doing better in school and/or work (1494).	27.1	37.3	26.1	7.7	1.8
My child is better able to cope when things go wrong (1511).	19.8	39.0	29.0	10.0	2.3